



## Director's Forum

by Elizabeth Goolsby

*Priority #3 – Being a good steward of our resources – time, people, space and dollars*



Elizabeth Goolsby  
Fayetteville VAMC Director

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### How much does it cost?

Have you walked into a building that is new to you for a service? Maybe the building was large and imposing; maybe the location of services in the building were not familiar to you - you felt lost and a bit bewildered. A stranger approached you and offered to help you find your way - you had instant relief and appreciation. How much did it cost for that stranger to help you – probably not anything. The worth to you was much greater.

### How much does it cost?

You are walking down a hall. An individual, maybe a co-worker or someone else, nods and says "Good Morning" - what a nice bright moment in your day. How much did it cost to say hello – probably not anything. However, it was important and of value to you.

### How much does it cost?

The elevator door is about to close and you see someone in a wheelchair approaching. You hold the elevator door open and assist the individual. The person smiles and says "Thank You" - how much did it cost you to hold the elevator and assist – probably not anything.

### How much does it cost?

A Veteran is trying to push himself/herself in a wheelchair and is struggling. A passerby notes the struggle and says "I am going the same place as you are, can I push you to your location" - how much did it cost the passerby to help – probably not anything.

Every day we have many opportunities to help co-workers, patients and visitors in small ways that are very meaningful but cost us nothing. These small acts of kindness say we care for one another and for each other. These acts of kindness brighten a day, bring a smile or may lighten a heavy load. **It says I CARE and it did not cost anything.**



# Telehealth, access anywhere for America's Veterans

by Dr. John Hall, Fayetteville VAMC Clinical Psychologist



VA patients come together to have greater access to personalized health care by using Telehealth videoconferencing at the Fayetteville VAMC and Community Based Outpatient Clinics. Local Veterans interact with mental health clinicians to gain immediate feedback and discuss treatment options and alternative ways to improve their overall health. The Veterans Health Administration is the Nation's leader in Telehealth technologies, which means doctors and patients can meet for health services without physically being in the same place.

activities the Veteran finds important or pleasurable. Topics range from what you can and can't expect your pain medications to do for you, to how to avoid becoming physically weak and worsening pain and how to keep your family relationships healthy despite your pain. Veterans who regularly attend classes report that they are learning information and skills that they had never heard of, despite being treated for chronic pain for more than 30 years.

Classes are offered to eligible Veterans using clinical video, telehealth. Telehealth is an effective approach because chronic pain is a widespread problem and there is a lack of local providers with specialized training in the biopsychosocial model of pain. With the assistance of B.J. Farmer, Facility Telehealth Coordinator, and the group of Telehealth Clinical Technicians at the Village Green annex and the Community Based Outpatient Clinics, Veterans can participate from six different locations at the same time. Group participants report they enjoy the camaraderie of fellow Veterans and it helps family members who are also struggling with a loved one's pain.

If you or one of your patients might be interested in the Pain Class, ask your Primary Care Provider to refer you to the Non-Cancer Pain Clinic for a consultation.

**For more information, call B.J. Farmer, Telehealth Coordinator, at 910-488-2120 ext. 5161.**

The treatment of chronic pain in the VHA has been undergoing a change recently, due to research that suggests that long-term treatment with narcotics do not work very well, but may also be harmful for some Veterans. In an effort to increase awareness of other treatment options offered to Veterans at the Fayetteville VA Medical Center, a Facility Pain Committee has been looking at creating a multi-disciplinary Pain Clinic to provide treatments ranging from physical therapy to interventional anesthesiology for Veterans suffering from chronic pain.

As a first step in the right direction, a pain class was created to help Veterans gain skills to control their pain and improve their quality of life.

The class focuses on how behaviors, thoughts and emotions can increase or decrease the perception of pain and how much pain interferes with



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# ***Celebrating America's Veterans***

**Nov. 9 - Fayetteville VAMC celebrated Veterans Day with patriotic music and wreath laying. Special thanks to the U.S. Army Special Forces Band from Fort Bragg, NC.**



**Nov. 10 - Veterans Day Parade.  
Special thanks to Progress Energy,  
Cumberland County Veterans Council,  
Fayetteville Parks and Recreation  
and the City of Fayetteville.**

**Nov. 10 - FVAMC Community Living Center celebrated the Marine Corps Birthday. The Marine Corps tradition was honored by presenting the first piece of cake to guest of honor, FVAMC Director, Elizabeth Goolsby. The second piece of cake was presented to the oldest Marine present, Louis Radecki. Radecki is a Veteran of the Guadalcanal conflict who lost a limb in combat. Next, the eldest Marine passed a piece of cake to the youngest Marine present, Veteran Mike Baker.**



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## *New Community Rehabilitation Clinic for Veterans, Soldiers*

VA and DOD enrollees in the greater Fayetteville area can expect to see a new, \$6.7 million state-of-the-art Community Rehabilitation Clinic. The Community Rehabilitation Clinic will provide outpatient services for



**A Fayetteville VAMC physician examines a soldier's leg to evaluate damage to knee ligaments and determine range of motion. Fayetteville VA and Womack Army Medical Centers will soon share a Community Rehabilitation Clinic providing outpatient services for physical therapy, occupational therapy and speech pathology, thanks to a recent announcement of a \$6.7 million Joint Incentive Fund award. The new clinic will be available to eligible Veterans, active duty and their families.**

physical therapy, occupational therapy and speech pathology. Fayetteville VA Medical Center (VAMC) together with Womack Army Medical Center (WAMC) will proceed with site selection and leased space for the clinic with an expected move in date yet to be determined.

“The financial award will be shared between Fayetteville VAMC and WAMC and used as start-up funds to get the clinic up and running. Co-locating DOD/VA care to one familiar location for Soldiers and Veterans exemplifies how our medical centers work together to improve access to care, patient satisfaction and provide cost effective resource sharing,” said Fayetteville VAMC Director, Elizabeth Goolsby.

Estimated patient care will include 62,000 visits per year allowing greater control of the quality of care delivered, an improved patient care process and improved efficiencies for both VA and DOD. The new jointly-operated outpatient clinic will employ eight physical therapists, three occupational therapists, one speech pathologist and 13 therapy technicians to jointly increase our capabilities, offset

purchased care services and reduce total costs. Currently, active duty Soldiers receive care at a DOD facility. When discharged from active duty, Soldiers must seek care through the VA system.

“The new clinic will help meet the ever increasing demand for rehabilitative services due to increasing patient populations in both the VA and DOD. This will also enhance the continuity of care for Soldiers requiring rehabilitative services as they transition to Veteran status,” said WAMC Commander, Col. Steven Brewster.

The expansion in rehabilitative services for Soldiers extends to Womack's Active Duty Family Members and Retirees. Expanded capacities allow these beneficiaries to receive these services within the Womack direct care system so the primary care manager has the ability to manage their patient's complete medical needs with an electronic medical record system.



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*Staff & volunteers from the Jacksonville Community Based Outpatient Clinic  
Celebrated National Caregiver Month - Thank you!*



VA offers services to provide Veterans with the support that's right for them. Whether you or someone you care for could use some help at home or you just need someone to listen, we're here to support you. Assistance is just a quick phone call away. If you're in need of immediate assistance or have questions about what services you may be eligible for, call a caring licensed professional to help you with assistance from VA. Access services and connect with a Caregiver Support Coordinator at a VA Medical Center near you. Call the **Caregiver Support Line** at **1-855-260-3274** or visit [www.caregiver.va.gov](http://www.caregiver.va.gov).



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# CONSTRUCTION UPDATES



**The new Wilmington Health Care Center.** Certificate of Occupancy was issued which now permits the VA to begin to equip the building and start to bring in our equipment and our activation team. The site is no longer under the construction company, but will become VA leased property on December 5, 2012 when VA Central Office officials sign for this structure. We are proceeding on target for the early 2013 commencement of clinical operations.



Reception Area



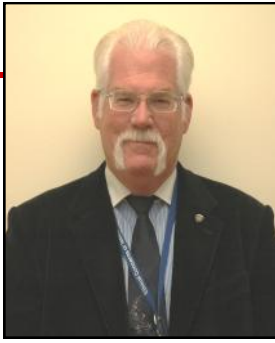
Pharmacy area

**The new Goldsboro Community Based Outpatient Clinic.** Construction of the clinic remains on target with the interior, landscaping and electrical requirements. The new 10,000 square foot facility will provide primary care and mental health services for Veterans in and around Wayne County. Fayetteville VAMC is currently collaborating with Seymour Johnson Air Force Base to develop a resource sharing agreement to increase access to care for Veterans needing radiology, physical therapy and specialty services.

Estimated completion date for construction is scheduled for February 2013.



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## Medical Center Smoke-Free Policy & Environment

Since arriving here at the Fayetteville VAMC, I have observed employees smoking in areas that are not designated as authorized smoking areas. The Medical Center has a Smoke-Free Policy, MCM 00-20, which lists authorized smoking areas.


In an effort to curb the smoking in unauthorized areas, I have instructed the VA Police Officers to start issuing Courtesy Violation Notices to violators of this policy.

According to The Master Agreement between the Department of Veterans Affairs and the American Federation of Government Employees, the first two courtesy violation notices will be issued as a warning. For individuals who receive a third courtesy violation notice, a memorandum will be sent to the Associate Director's office. It will list the person's name and the number of courtesy violation notices they received and will require supervisor counseling for all names listed. For the fourth and **subsequent** violation, a person can be cited on a District Court Violation Notice for \$100 for a smoking violation.

Our goal is the voluntary compliance of the State, Federal and Hospital Policies. Let's try to make this the best facility in the VISN. Employees should refer to the **Medical Center Smoke-Free Policy MCM 00-20 on the Fayetteville VAMC intranet**. Smoking will be prohibited in/or around the facility unless specified below. Smoking is not permitted on any roadway, unless operating a privately owned vehicle while entering or exiting the property. The following outside areas are designated as smoking areas:

**Smoking shelters south of Building 8**  
**Enclosed shelter north end of garage, Building 16**  
**At the pavilion, east of Building 1**  
**Engineering Shop Alcove, Building 9**  
**North side of the Boiler Plant**  
**Bus stop in front of the main entrance**  
**Geriatric Park Round Gazebo (Patients Only)**

*For more information, contact Stephen Connor, Chief of Police Services at 910-822-7991.*



**WORSHIP SERVICES**  
**IN OUR MEDICAL CENTER CHAPEL**  
**PROTESTANT SERVICE: SUNDAYS 2:00 pm**  
**CATHOLIC MASS: SUNDAYS 11:00 am**  
**MONDAY - THURSDAYS 12:00 pm**  
*All Are Welcome! Contact us at 7031/5906*



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# Veteran Canteen Service funds support programs for Veterans



## Patriot Store

*We thank our patrons for their customer loyalty that helps support Veteran Canteen Service programs. This year, VCS contributed \$13,545 to the Director's Promotional Fund. These fund are used throughout the year to support employee and cultural awareness programs, and events such as the National Rehabilitation Games, Homeless Veterans programs, Fisher House and Disaster Relief.*



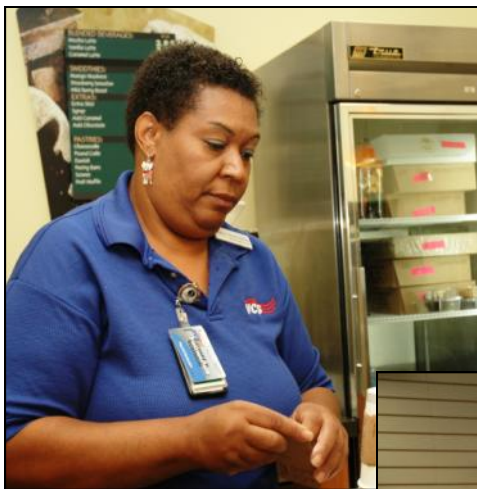
## Patriot Cafe



## Patriot Clips

## Special thanks to our team!

Julia McDonald	Wanda Ray
Tammy Newbill	David Flores
Lynette Curry	James Ingram
Edith Carson	Tony Campbell
Tiffany Pruitt	Delores Lyons
Sarah Smith	Sheila Boyens
John McCormick	Yvelyne Claude
Suzanne Robinson	Minnie McReynolds
Michael Greenbaum	



## Patriot Brew featuring Starbucks coffee



## Veterans Canteen Service Manager, Michael Bab



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# KUDOS & CHEERS

**Dr. Gregory Drake** from Urology is an excellent and caring doctor. He never rushes to get you out and has a way of explaining things that makes sense. Also from Urology, I want to thank **Nurse Cynthia Earl** who went out of her way to make sure I got what I needed when no one else could. Thanks to **Diane Gevinski** and **Emily Murray** from the Tele-Derm staff. They are very caring and compassionate every time. I also want it known that the VA dialysis team at Robeson Street are doing great things!

**Dr. Manpreet Bhutani** and his entire staff are dedicated and compassionate in treating me and other Veterans that go there. As a disabled Veteran and a former Veteran employee of 12 years, I appreciate all that you do and your staff does for our Nation's Veterans.

Great news! **Staff from the Jacksonville Community Based Outpatient Clinic** collected and dropped off 126 pounds of food to the Onslow County Food Bank Ministries in November. The clinic staff also sponsored a family in need and will be presenting them with a VISA gift card valued at \$300. Additionally, our baking expert, **David Ehnstrom**, made 5 homemade coconut pies that were delivered to the Jacksonville USO for their Thanksgiving meal. Everyone in the clinic is really paying it forward to the community. I am so very proud of the great folks I work with. We are all truly blessed and hope that everyone has a happy holiday. Clell Penny, RN, Nurse Manager, Jacksonville CBOC

Thanks for the assistance provided by **Catherine Curtis**, Physical Therapist and **Sonja Averitte**, Prosthetics Purchasing Agent. They helped a Veteran get support hose within 3 days. Both were extremely helpful and professional and represented the medical center in an outstanding manner! November marked the 66th anniversary of the creation of VA Prosthetic and Sensory Aids Service (PSAS). What you do enables America's Veterans with special needs to function easier in their daily lives. Thank you for all you do, and for all you contribute to the mission of providing the best care.

**Lisa Wrenn and Matthew Hale** are very caring and helpful. They provide professional, excellent care!! **Dr. Richard Trotta** saved my life as far as I am concerned. The very best!! Thanks from **Wilmington Community Based Outpatient Clinic Veterans**.

Special thanks to the **American Legion Women's Auxiliary & staff at the Medical Center Volunteer Services** for their generous support during National Caregivers month. Priscilla Burton, Fayetteville VAMC Caregiver Support Coordinator



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# Employee Spotlight



Nov. 16 - Employee Appreciation Day at Fayetteville VAMC! Staff celebrated wearing their favorite sports jersey while departments competed for the “Best Dressed” & “Team Spirit” contests.

Celebrations continued at Village Green, Dialysis Center, PWC and the Community Based Outpatient Clinics.



Fayetteville VAMC warmly welcomes **Angela Schultz** as our Facilities Industrial Hygienist. Her responsibilities include respiratory protection, hazard communication, ergonomics and hazardous materials. Her work will include assessing potential chemical, biological and physical hazards and to recommend appropriate controls to mitigate or eliminate occupational health hazards at the medical center. Schultz received her Master’s Degree in Science, with a major in Chemistry, from the University of Hawaii at Manoa in 2004.

Congratulations to **Otha Kimbrough** for receiving certification from the Veterans Health Administration (VHA) Mentor Certification Advisory Board and the National Leadership Council for achieving VHA Mentor Certification at the Fellow level. Mentoring is crucial to the success of VHA. VHA mentors certified as Fellows have demonstrated a strong commitment to teaching, growing and developing our next generation of leaders. Their actions are a tribute to themselves, their medical facility and the Veterans Health Administration.



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# UPCOMING EVENTS

**Employees — It's time to submit your nomination for the  
I CARE AWARDS announced in December!**

**For more information, contact  
Human Relations Specialist, Michael Daniels at [michael.daniels4@va.gov](mailto:michael.daniels4@va.gov)**

**Dec. 7:** 11:30 am - **Fayetteville VAMC Pearl Harbor Remembrance Service.** All faiths are welcome to join us for fellowship at the medical center chapel. For more information, call Chaplain Joseph D'Silva at 910-488-2120 ext. 7031.

**Dec. 12:** 1:00 pm to 3:00 pm - **Fort Bragg 16th Military Police Brigade Annual Holiday Visit** for Veteran residents at the Fayetteville VAMC Community Living Center. Motivational memorabilia and fellowship. For information, call Dan Kelly, Voluntary Services at 910-488-2120 ext. 7027.

**Dec. 15:** 10:00 am - **Pet Therapy** for Fayetteville VAMC Community Living Center residents! For information, call Voluntary Services at 910-488-2120 ext. 7027.

**Dec. 15:** 2:00 pm - **Celebration of Service** for Fayetteville VAMC Community Living Center residents. MJ Soffe Company and other community service non-profit organizations will bring holiday cheer to our Community Living Center residents. Donations, song and inspirational messages to thank Veterans for their service. Lt. Col. Ron Leininger Womack Army Medical Center Chaplain to attend. For information, call Dan Kelly, Voluntary Services at 910-488-2120 ext. 7027.

**Dec. 18:** 1:00 pm - **Tar Heel Quilters holiday visit.** Hospitalized Veterans are presented with a personalized, hand-crafted quilt. Special thanks to the Tar Heel Quilters who have been conducting annual visits for more than 10 years. For information, call Norma Fraser, Chief of Voluntary Services, 910-488-2120 ext. 7027.

**Dec. 19:** 10:00 am to 12:00 pm - **Patient Gift Distribution.** Staff and volunteers dress up as Santa, elves and holiday characters and bring donations to patients and residents throughout the medical center. For information, call Norma Fraser, Chief of Voluntary Services, 910-488-2120 ext. 7027.

**Dec. 19:** 11:30 am - **Fayetteville VAMC Christmas Service.** All faiths are welcome to join us for fellowship at the medical center chapel. For more information, call Chaplain Samuel Smith at 910-488-2120 ext. 7142.

***Fayetteville VAMC leadership wishes happy holidays to  
staff, volunteers, America's Veterans and their families!***



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## Mark your calendar for the Holiday Employee Appreciation Celebrations

**Dec. 6: Jacksonville Community Based Outpatient Clinic Holiday Employee Appreciation.** For additional information, call Alvin Scroggins, CBOC Manager, at 910-488-2120 ext. 5738.

**Dec 12: Hamlet Community Based Outpatient Clinic Holiday Employee Appreciation.** For additional information, call Alvin Scroggins, CBOC Manager, at 910-488-2120 ext. 5738.

**Dec 13: Wilmington/Brunswick Community Based Outpatient Clinic Holiday Employee Appreciation.** For additional information, call Alvin Scroggins, CBOC Manager, at 910-488-2120 ext. 5738.

**Dec 14: Robeson Community Based Outpatient Clinic Holiday Employee Appreciation.** For additional information, call Alvin Scroggins, CBOC Manager, at 910-488-2120 ext. 5738.

**Dec. 14: Fayetteville VAMC Holiday Employee Appreciation.** 11:00 am-1:00 pm at the medical center auditorium. There will be I CARE award presentations, food and activities. Meals will be delivered to Village Green, Dialysis Center and the PWC building. For more information, call Lucy Williams at 910-488-2120 ext. 7280.

The newsletter is published by the last week of each month.

Please share your story ideas and photos with us. Enjoy!

Robin DeMark, Public Affairs Officer, (910) 488-2120 ext. 5991

[www.FayettevilleNC.VA.Gov](http://www.FayettevilleNC.VA.Gov)

*Layout/content/photos by Robin DeMark, Fayetteville VAMC PAO  
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